Docket Number: AUS920010826US1

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DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

the specification of which (check one)

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

PROMOTING CALLER VOICE BROWSING IN A HOLD QUEUE

x is attached hereto. was filed on as Application Ser and was amended			
I hereby state that I have revincluding the claims, as ame			entified specification,
I acknowledge the duty to d 1.56, including for continua between the filing date of th continuation-in-part applica	tion-in-part application te prior application and	s, material information which	ch became available
I hereby claim foreign prior applications(s) for patent, in international application wh listed below and have also i breeder's rights certificate(s application on which priorit	nventor's or plant breed sich designated at least of dentified below, any fo s) or any PCT internation	er's rights certificate(s), or 3 one country other than the U reign applicaiton for patent	365(a) of any PCT Inited States of America, inventor's or plant
Prior Foreign Application(s):			Priority Claimed
(Number)	(Country)	(MM/DD/YYYY)	Yes No
Certified Copy Attached?YesNo			

Docket Number: AUS920010826US1

s Marie Vande under Noord Korne Vande Affect Williams of the State Office of the State

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefeve, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Mark E. McBurney, Reg. No. 33,114; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg., No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; Marilyn S. Dawkins, Reg. No. 31,140; and Cynthia S. Byrd, Reg. No. 39,365.

Send correspondence to: Cynthia S. Byrd, Internal Business Machines, Intellectual Property Law, 11400 Burnet Rd., Austin, Texas 78758 and direct all telephone calls to (512) 823-5884.

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

FULL NAME OF FIRST INVENTOR: Michael Wayne Brown
INVENTORS SIGNATURE. Mished Marken DATE: 12/10/2001
RESIDENCE: 529 River Down Road Georgetown, TX 78628
CITIZENSHIP: USA
POST OFFICE ADDRESS: Same As Above
FULL NAME OF SECOND INVENTOR: Joseph Herbert McIntyre INVENTORS SIGNATURE: 12/10/2001
RESIDENCE: 1543 Cutting Horse Lane
Austin, TX 78727
CITIZENSHIP: USA Canada JAHN

POST OFFICE ADDRESS: Same As Above

POST OFFICE ADDRESS:

FULL NAME OF THIRD INVENTOR: Michael A. Paolini		
INVENTORS SIGNATURE: Many a form DATE: 12/10/2001		
RESIDENCE: 6407 Wallace Cove Austin, TX 78750		
CITIZENSHIP: USA		
POST OFFICE ADDRESS: Same As Above		
FULL NAME OF FOURTH INVENTOR: James Mark Weaver		
INVENTORS SIGNATURE: Jans Marbl DATE: 12/10/2007		
RESIDENCE: 1101 Comiso PAGE PAGE Austin, TX 78726-1318		
CITIZENSHIP: USA		
POST OFFICE ADDRESS: Same As Above		
^		
FULL NAME OF FIFTH INVENTOR: Scott Lee Winters		
INVENTORS SIGNATURE: WITH NE DATE: 12-10. 21		
RESIDENCE: 8000 High Hollow Cove Austin, TX 78750		
CITIZENSHIP: USA		

Same As Above